

# Epayments at Maricopa County

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- 4 Ways that EPayments can be made
  - Dial up modem at cashier window
  - Fill-in-the-blank screens on network-based PC
  - ‘Ecommerce’ - access County server and pay over Internet
  - IVR - phone into automated system at County and pay via touch-tone phone

# What's Been Done

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- PaymentTech selected as credit card authorization company
- Telecom installing a dedicated circuit to PaymentTech
- PaymentTech met with Recorder's, COC, Parks & Animal Control to discuss implementing EPayments
- PaymentTech and many departments met in Sept to discuss roadblocks, confusion and standards

# What Must Still Be Done

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- County needs to have a Project Lead for this effort
  - most outstanding issues relate to business not technology
  - many departments unclear how to get started, how to reconcile incoming funds, preference Finance has about credit vs. debit transactions
- Telecom must research and select method for IVR EPayments